IS&T Retail Systems Mentor Program 2017

Program Overview, Eligibility Information, and Submission Instructions

Program Overview

The IS&T Retail Systems Mentor Program has been designed to accomplish several key tasks within our Apple Retail locations. Our mentors will represent IS&T within their designated market or country. They will work along side their specific market's IS&T Field Leader accomplishing the following items.

- Showcase the importance of and create awareness around IS&T systems, tools, services and support
- Bring awareness around technology, hardware, standards and maintenance practices
- Develop partnerships with store and market leadership - providing critical and relevant information when required
- Provide guidance and support to all stores during new initiative roll outs and high priority issues
- Provide IS&T Champion training to other store champions (once trained by FL)
- Educate teams around daily, weekly and monthly equipment maintenance tasks to keep systems fully operational or replace non-operational systems
- Actively seek and share new ideas or improvement feedback on all technology with IS&T teams so that we can continue to improve systems developed for stores
- Showcase system enhancements to teams and explain the impact on team and customers
- Join bi-weekly or monthly conference calls with the Field Leader and other mentors to discuss current projects, issues and improvements
- Support in various market store visits with Field Leader
- Support IS&T Pilots that are run in their store and provide feedback to IS&T to help with project roll outs

IS&T Retail Systems Mentor Role (Areas of Responsibilities)

- Point person for IS&T Field Leader for special projects and assistance within the market
- Provide guidance, best practices and support within your location and your market
- Provide troubleshooting assistance to help resolve problems as quickly as possible
- Provide feedback from within your location and overall market for system enhancements and share success with leadership, store and field teams
- Assist with NSOs, Relocations and Special Projects as needed within your market or country
- Provide training and resources for new P&Os within the market as needed

IS&T Retail Systems Mentor Key Competencies

- **Listening**
- **Time Management**
- **Motivating Others**
- **Peer Relationships**
- **Problem Solving**
- **Process Management**
- **Learning Agility**
- **Drive for Results**

Alongside these key competencies - an ideal candidate will have:

- Exceptional analytical and problem solving skills
- Excellent written and verbal communication skills with an ability to explain complex or technical problems/solutions to all levels of leaners
- Experience with troubleshooting issues affecting multiple dependent systems
- Ability to set priorities and manage multiple projects simultaneously on tight deadlines
- Self motivated with the ability to interact with all levels within the organisation and express a well thought out point of view
- Ability to create partnerships within the field and market support organisation
- Is looked upon in the store as a mentor, shows exceptional mentor skills
- Is not on documented coaching or warning for misconduct
- Your store is 100% to IS&T standards and continues to be during the length of time you are in the program

Ideal candidates MUST be available for a one year commitment to optimise their personal development. This role may require being out of the store 1-2 weeks per quarter. Schedules are subject to change due to New Store Opening date changes, Remodel/Special Project schedule changes or any special needs from the IS&T Field Leader to support any new initiatives.

Eligibility

This program is open to all full-time Apple Retail Store employees excluding ASLP Associates, Store Leaders, and Market Leaders. Apple Retail Store employees must:

- Have an interest in store systems, troubleshooting, education and a focus on improving these consistently and bringing IS&T awareness to the next level in store and market
- Consistently demonstrate the ability to educate and mentor others through participation in calls, reaching out to other stores and supporting in store champions
- Have at least one year of experience working at any Apple Store, worldwide, as of April 1, 2016. You are ineligible if you were hired at an Apple Store after April 1, 2016. However, if your store has been open less than a year, you may be considered for the program
- If selected, you must continue to meet the expectations of your current position
- Performance and attendance history will be taken into consideration as part of the selection process
- Be able to travel domestically and internationally, with an approximate duration of 5–10 days at a time, as needed to facilitate training and support projects
- Be able to obtain proper documentation for international travel
- Be fluent in English and the language of the country in which you are applying to be an IS&T Mentor
- Be recommended by your Store Leader and Market Leader

Submission Process

After having a discussion with your Store or Market Leader to determine your eligibility and receive all necessary recommendations, follow the submission process as outlined below.

- Create a one-page professional bio or resume and include your Store Leader's name.
- Complete an Availability Form (RetailMe Materials: >People > Market and NSO Mentors)
- Have your Store Leader or a Senior Manager submit your information on the ce.apple.com site and make sure they attach one file that includes both your bio/resume and availability form.

Submissions are due by March 1st, 2017. All candidates will be notified of their selection status by April 10th, 2017

Store Leader Submission Information

For Store Leaders

Before submitting on the CE website please verify the following information to recommend and submit your employee as a candidate for IS&T Mentor:

Time in position and time with Apple Retail

By completing a submission of your candidate, you are committing to the time, and confirming your ongoing support for the candidate in this role

Your submission is also considered a recommendation of the candidate for the role and is considered verification that they meet all requirements !

Upon verification, use the submission instructions on the previous pages to submit and upload your candidate's complete file of application forms on the CE website.

Email storesupport@apple.com with any questions.

All submissions must be received by March 1, 2017. Selections will be made by April 10, 2017. All candidates and Store Leaders will be notified of selection status at this time.